AppHelp

Maximizing your Microsoft 365 Investment

Microsoft 365 is in use at 4 out of 5 Fortune 500 corporations. As "the definitive business cloud service", it's no wonder why the demand for the software among small and medium-sized businesses (SMBs) continues to rise with over 50,000 new SMBs signing up every month.

However, SMBs don't necessarily have the internal infrastructure to deploy and support Microsoft 365 applications the way Fortune 500 companies do. Here are the top 4 reasons why SMBs need expert Microsoft 365 support in order to maximize their cloud investment:

1. Microsoft's Support Isn't Enough:

Microsoft offers 3 tiers of support for their Microsoft 365 product, however, there is no guarantee of a specific response time for certain requests, and individual support for your business may be deprioritized without a commitment to answer if deemed "non-critical" by Microsoft. AppHelp offers guaranteed, immediate 24/7 remote support that is just one click away in your marketplace to help you with any support request, from simple how-to's to advanced troubleshooting. AppHelp experts are available to support your team with issues such as: password reset requests, active sync setup of mobile devices, and accidental deletes, and more. If the issue needs to be brought to Microsoft, our cloud Experts will be there with you every step of the way to help manage the escalation.

2. Predictable Pricing Model:

Control costs by eliminating the need to hire fulltime IT staff or costly on-site technicians when an Microsoft 365 problem strikes. By working with AppHelp, you can get peace-of-mind and support at a superior service level, and reasonable monthly cost. Support is delivered 100% remotely- AppHelp experts can diagnose and repair technical issues through the cloud, reducing support costs and improving response times.

3. Certified Experts:

Access expertise and efficiency immediately by outsourcing your Microsoft 365 support to
AppHelp. With Microsoft 365 certified subject matter experts on staff, AppHelp stays in front of your productivity suite's trends and updates. Our agents are backed by the

SUPPORT FEATURES

- Support for Admins and End Users
- 24/7 Availability
- Unlimited Support Tickets
- Technical Troubleshooting
- Assistance with FAQs & How-To's

knowledge of our experts to help small business maximize their Microsoft 365 investment through 24/7 advice and support by chat, phone, or email.

ABOUT APPHELP

AppHelp 'helps' businesses be more successful with their adoption and use of the latest in technology and cloud services. We ensure customers have the support they need to find, buy and use technology and software, giving businesses an easy and affordable way to address SaaS and IT needs, without having to own IT staff.

AppHelp Microsoft 365 Support FAQs

I heard Microsoft offers their own support so why should I purchase AppHelp's Microsoft 365 Support?

Microsoft offers support for their Microsoft 365 product however there is no guarantee of a specific response time for certain requests and, individual support for your business may be deprioritized without a commitment to answer if deemed 'non-critical'. AppHelp offers guaranteed 24/7 support to help you with any technical support requests. And if the issue needs to be brought to Microsoft, we'll help manage every step of the escalation process.

Can you help me with admin-level issues?

Absolutely! Our experts can offer admin-level support for provisioning and administrative issues such as password reset requests, subscription, user and group management, and more! Plus, with advanced troubleshooting support and managed escalations to Microsoft, you'll never be in a bind when it comes to technical support for your productivity suite.

Can you help me set up Microsoft 365? Or train my team on how to use Microsoft 365?

If you are looking for expert support on getting your new productivity suite up and running then look no further than our Install & Setup solution! It's designed to get your desktop apps installed and get you familiar with the Microsoft 365 user portal. Ask your service provider for more information or look for the tile in the Marketplace.

How can I get in touch with an AppHelp expert?

Simply go to your MyApps page and click on the AppHelp tile to connect with us through chat, email or phone---we're available 24/7 to help you with any troubleshooting or technical support issues related to your productivity suite!

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